

Complaint about childcare provision

Ref: EY545814/4448149

Date: 12 February 2020

Summary of outcome

'All early years providers must meet the legal requirements in the 'Statutory framework for the early years foundation stage', which you can find at www.gov.uk/government/publications/early-years-foundation-stage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 4 February 2020 we received concerns that this provider was not meeting some of these requirements. On 10 February 2020, the provider notified us of a significant event. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of any a significant event. We made a visit to the nursery on 11 February 2020. Following our visit, we issued a Notice to Improve. This asks the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.'

Actions needed

3.52 ensure that children's behaviour is managed at all times in an appropriate manner that takes account of children's individual needs and stages of development by 21 February 2020

3.52 maintain a record of any occasion where physical intervention is used and inform parents and/or carers on the same day, or as soon as is reasonably practicable by 21 February 2020

3.20 provide support for staff to undertake appropriate training and professional development to improve the quality of experiences for children by 21 February 2020

3.9 ensure that people looking after children are suitable to fulfil the requirements of their roles by 21 February 2020.

Publication of complaints

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).